How to Report an Issue in SharePoint

QUICK REFERENCE GUIDE

Report an Issue can be used to report defects (problems) or request assistance on any of the systems the Personnel Cabinet supports; KHRIS, Career Opportunities (HR & applicant sites), Pathlore, HR Administrator's Portal & Legacy HR. It doesn't require a KHRIS username/password; therefore, it can be used by anyone.

This is the SharePoint request form for requests coming in from outside the Personnel Cabinet. All submitted requests will route to their TFS (Team Foundation Server) counterpart. Personnel Employees will work the requests in TFS.
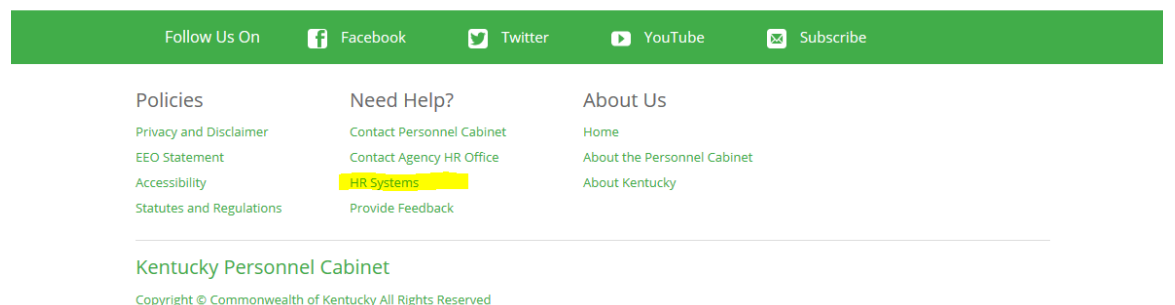
Report An Issue in SharePoint

If you need to Report an Issue to the Personnel Cabinet, please fill out the online form that can be found on our website https://hr.personnel.ky.gov
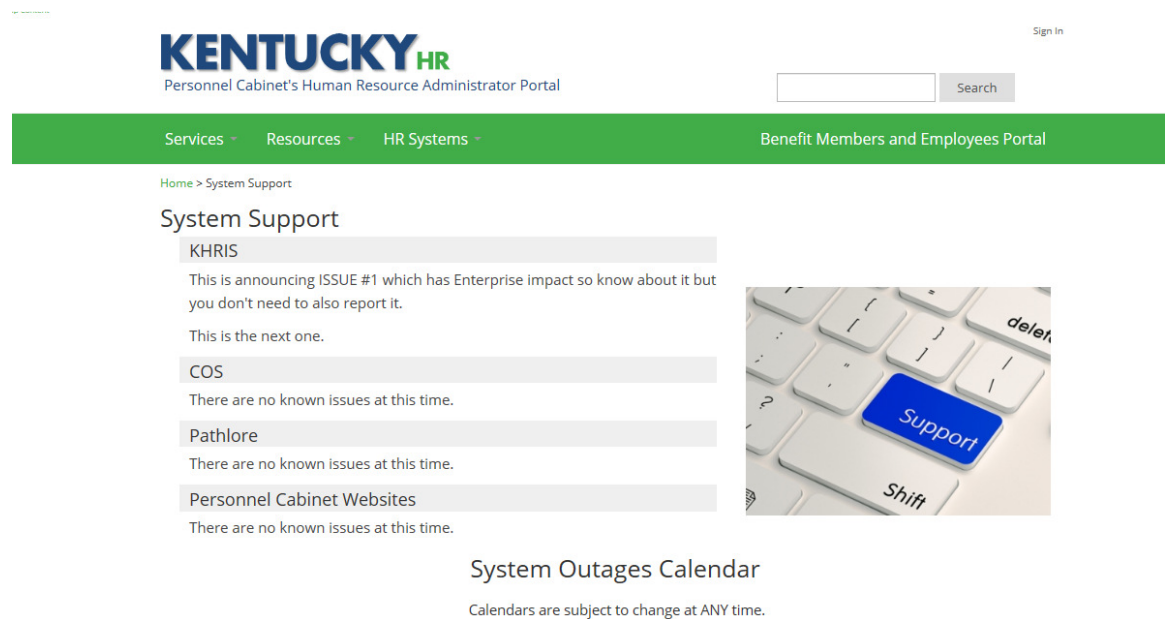
On the green menu bar, Select 'Services', and then Select 'System Support' from the dropdown list.
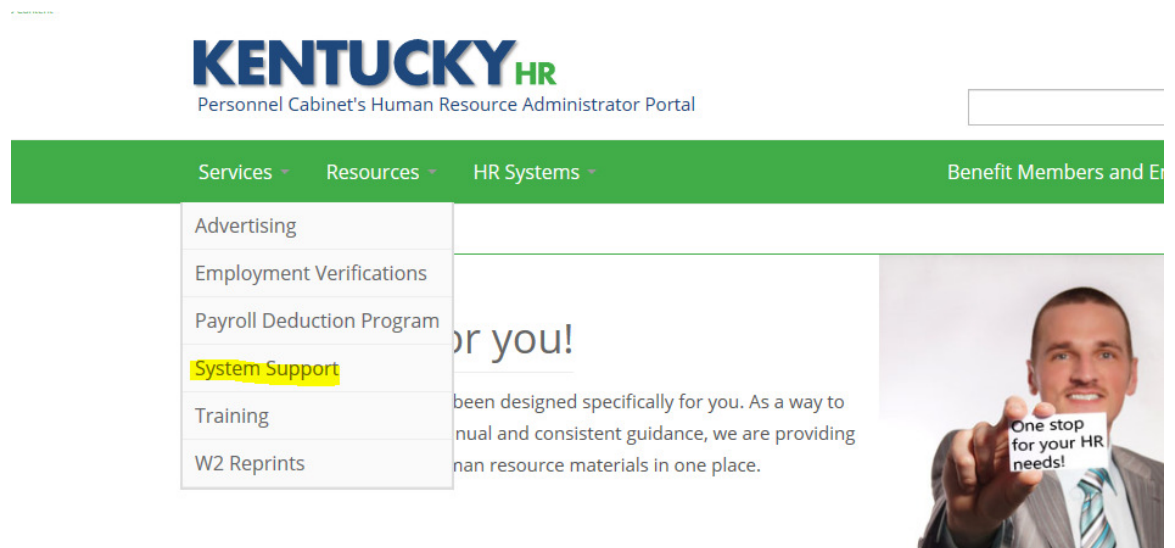
You can also access this page from any Personnel site by scrolling to the bottom of your screen, Select 'HR Systems'

The System Support page will open on the Personnel HR System Support site.

On this page you can find any known outages for Personnel supported systems.

Scroll to the bottom of this page.

Once there, you will find 4 boxes with reporting options. To Request Help, you will want to Select the first option: 'Send Report'.

Select 'Send Report' as highlighted above.

This will take you to a series of questions to determine what issue you are having and how we can assist you. Take time to fill out all the fields with accurate information.

Here is what the first series of questions will look like:

Personnel Cabinet's Human Resource Administrator Portal

Sign In

Search

Services   Resources   HR Systems   Benefit Members and Employees Portal

Please Enter your Full Name

Please Enter your Email Address

Where did you experience the issue?
Select Answer...

Field #1: Enter your first and last (Full) name.

Please Enter your Full Name

Field #2: Enter your email address where we can contact you.

Please Enter your Email Address

Field #3: Select where you experienced the issue.

Choose from the options under the dropdown button on the right.

Where did you experience the issue?
Select Answer...

Your choices are:

On a website/portal

An installed system

Other

If you selected 'On a website/portal', you will get the following question:

On which website or portal did you experience the issue?

Select Answer...

Choose from the options under the dropdown button on the right.

Your choices are:

COS – Applicant Portal

Clicking this option will give you the next question:

In what area of the Career Opportunities website were you?

Select Answer...

COS – HR & Hiring Manager Portal

Clicking ths option will give you the next question:

What is your COS role?

Select Answer...

HR Administrator Portal

Clicking ths option will give you the next question:

In what area of the KY HR Admin Portal were you?

Select Answer...

KHRIS

Clicking ths option will give you the next question:

What is your KHRIS role?

Select Answer...

Living Well Portal

Clicking ths option will give you the next question:

In what area of the Living Well portal were you?

Select Answer...

Pathlore

Clicking ths option will give you the next question:

In what area of the Pathlore portal were you?

> Select Answer... ▼

State Employees & Benefits Portal

Clicking ths option will give you the next question:

In what area of the State Employees & Benefit Participants portal were you?

> Select Answer... ▼

Training Portal

Clicking ths option will give you the next question:

In what area of the Training portal were you?

> Select Answer... ▼

After a series of questions based on the answers you select from the dropdown lists, the final question will give you an opportunity to describe the issue. Please add any details. Use this field to provide additional information if you selected 'Other' from a earlier question.

Please provide a detailed description of your issue.
You may provide attachments by selecting the Browse button below and selecting your file.
It will upload upon clicking the *Submit Issue* button when you are finished.

> [Browse...]

> [Submit Issue]

If you want to attach screenshots or documents, use the Browse button below the description field. If you need instructions, see QuickReferenceGuide_CapturingScreenshots.
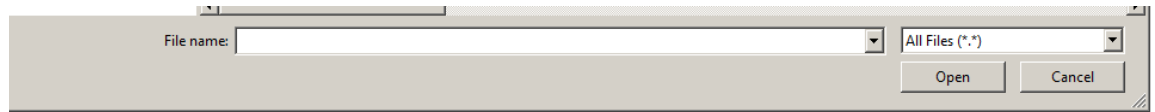
Select Browse.

Find the file that you just saved.   Selct it and click Open.

File name:		All Files (*.*)
		Open Cancel

Once you are done, Select the 'Submit Issue' button.

Submit Issue

You will receive a confirmation message back on your screen.

You have successfully submitted your issue. We will respond to your request via the email you provided ir form.

Your TFS ticket number is: 383

To return to the Support Portal CLICK HERE, or simply close your browser.

Regards,
Your Personnel Cabinet Support Team

This TFS ticket number is the number that will be used to reference your issue.